

State Board of Examiners of Master Plumbers

consumer**brief**

The State Board of Examiners of Master Plumbers consists of nine members appointed by the Governor. Three members are master plumbers, one is a local plumbing inspector, one is a journeyman plumber, three represent the public and have no association with the plumbing industry, and one is a state government member.

THE PURPOSE OF THE BOARD IS:

- to protect the health, safety and welfare of the people of New Jersey;
- to regulate the practice of plumbing; and
- to ensure that plumbing is performed in compliance with state law.

HOW DOES THE BOARD ACCOMPLISH ITS PURPOSE?

The board protects the public:

- by making sure that master plumbers meet all educational requirements for licensure;
- by investigating and prosecuting master plumbers who have broken the state's consumer protection laws; and
- by requiring all master plumbers to be licensed by the state and to renew their licenses every two years.

WHAT ARE MY RIGHTS AS A CONSUMER IF I HAVE A COMPLAINT AGAINST A MASTER PLUMBER?

Every consumer has the right to file a complaint against a master plumber. You may obtain a complaint form by writing to:

State Board of Examiners of Master Plumbers
124 Halsey Street
P.O. Box 45008
Newark, New Jersey 07101

calling 973-504-6420

or on-line at:

www.NJConsumerAffairs.gov/complaint/mastcom.pdf

HOW ARE COMPLAINTS RESOLVED?

If the complaint is within the board's jurisdiction:

- the complaint may be referred to an investigator who may contact you for additional information;
- the master plumber will be asked to respond to your concerns; and
- the board will evaluate the complaint and the master plumber's response and determine if the complaint involves a violation of law.



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WHAT HAPPENS NEXT?

- If a violation did occur, the board may issue a reprimand, or revoke or suspend the license of the master plumber. The Board may impose monetary penalties or take other appropriate action.
- During disciplinary proceedings, licensees may be represented by an attorney and are given the right to demonstrate their compliance with the law. Once the board has taken action against the licensee, he or she has the right to appeal the action.
- You will be notified, in writing, when the complaint is resolved.

CONSUMER TIPS

- Contact the State Board of Examiners of Master Plumbers to make sure you are hiring a licensed master plumber who is in good standing. The number to call is 973-504-6420.
- If it is not an emergency, contact your local construction official for guidance regarding renovation work.
- If possible, do comparison shopping before hiring a master plumber. Solicit at least two or three bids, based on the same materials, labor and time needed to complete the project.
- Be sure to get everything in writing and read all contracts carefully before signing anything. Your contract should state that the work is to be performed in accordance with all applicable building codes and zoning regulations.
- Do not sign a partial or blank contract.
- Excluding downpayments, pay only for completed work. Be sure to discuss with your master plumber each phase of the work to be performed, and pay accordingly.
- Check with your local department of licensing and permits, before the job is started, to find out if a permit is required and who is responsible for obtaining the permit.
- Check references.

If you have any questions you may contact the board at 800-242-5846, 973-504-6420, or via e-mail at *AskConsumerAffairs@lps.state.nj.us*.

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